

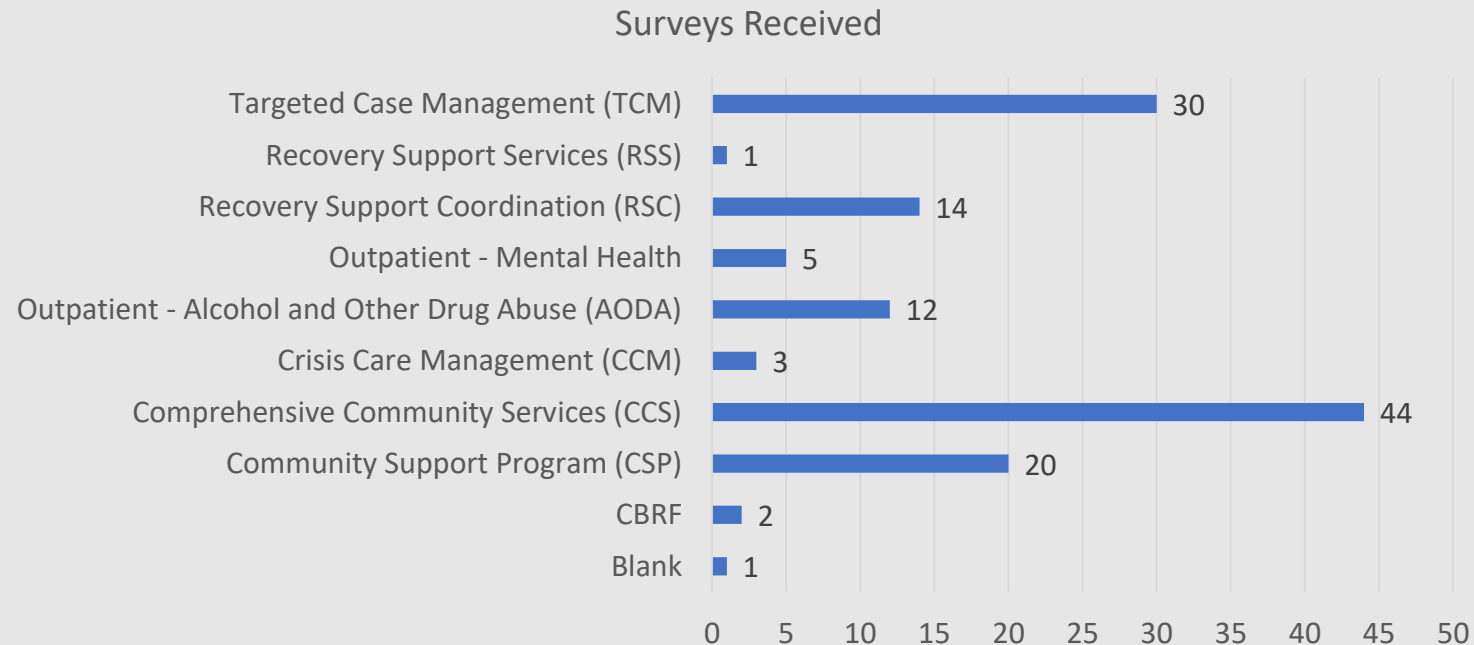


Client Telehealth Survey Results

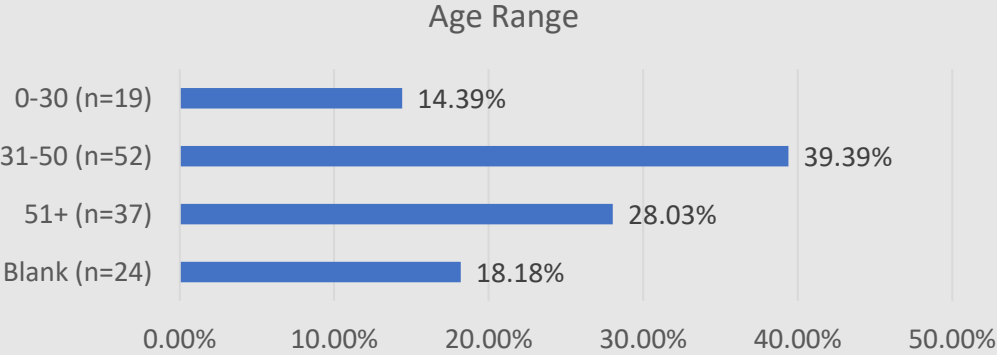
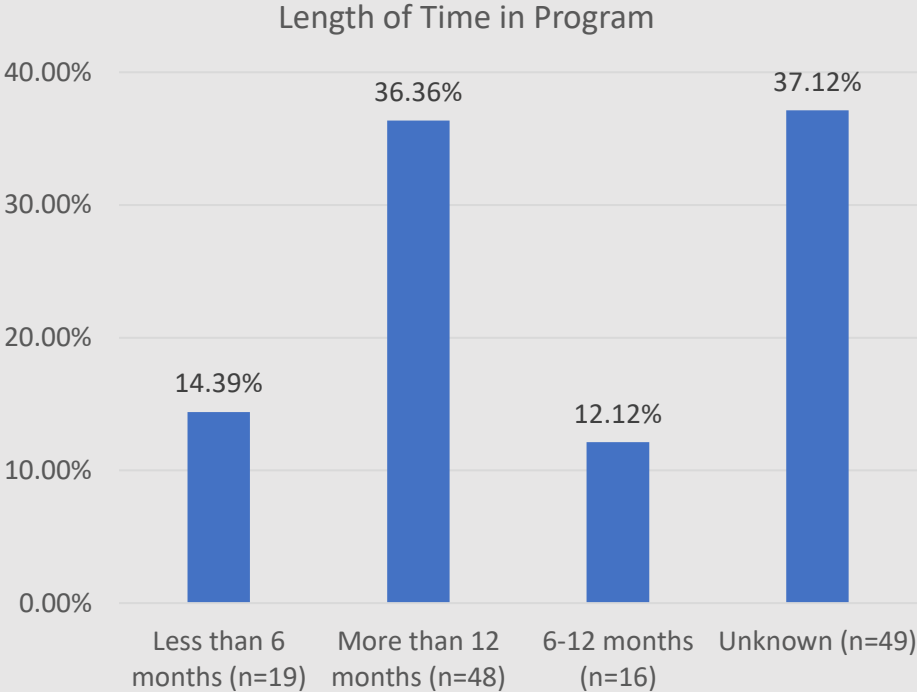
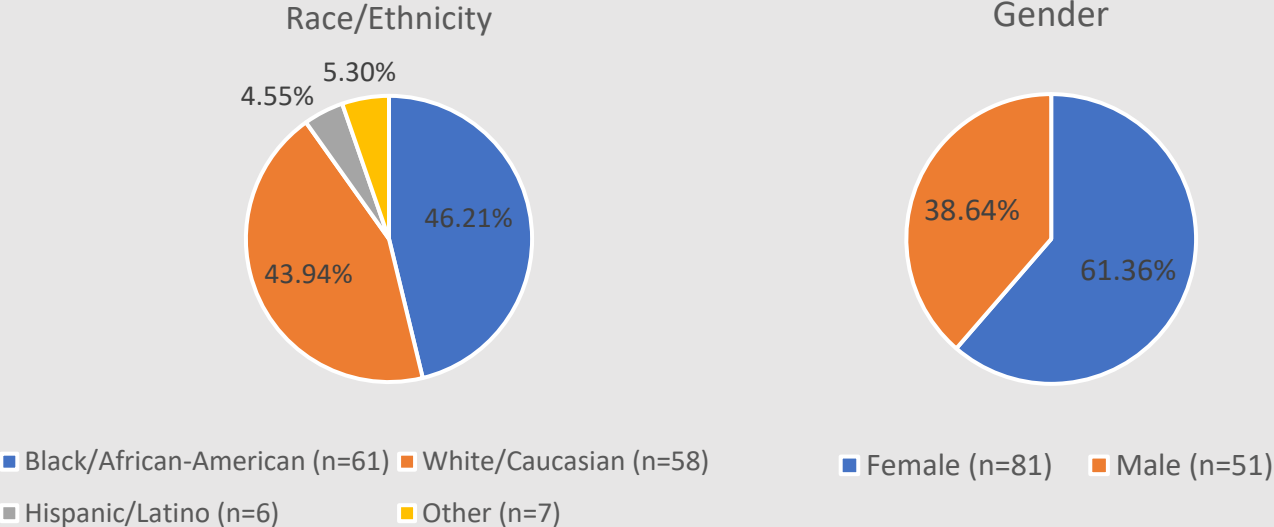
CARS Research & Evaluation Team

Survey Distribution

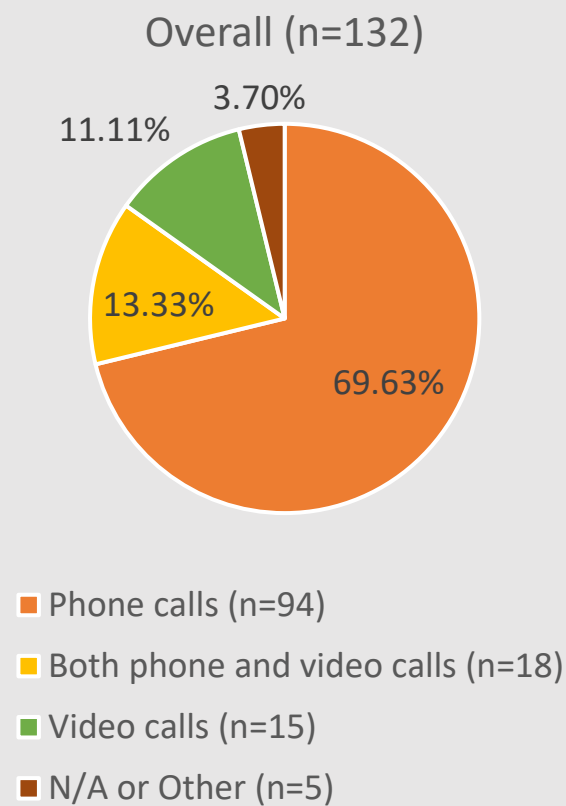
- Survey responses collected electronically via Qualtrics
 - Responses received between November 12th 2020 – January 31st 2021
- 15 items, including basic demographic questions
- 132 Responses Received



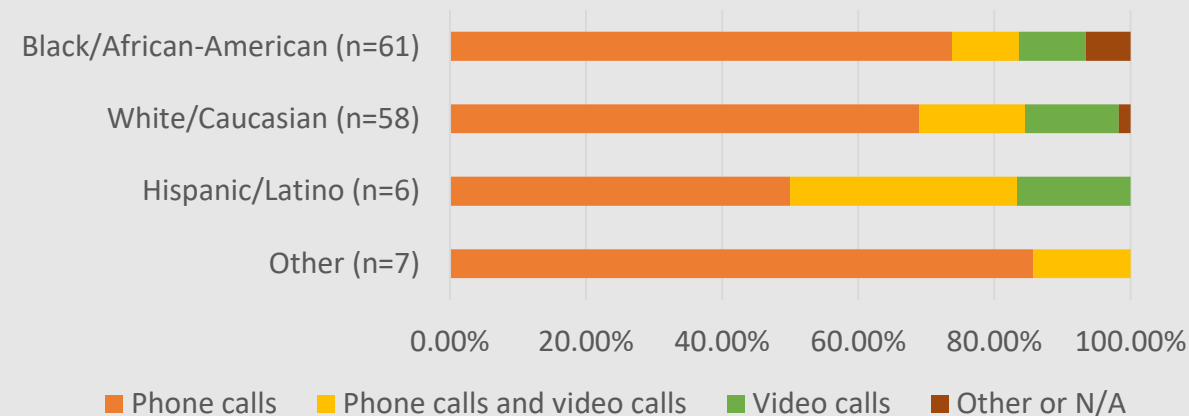
Survey Distribution – Demographics of Respondents



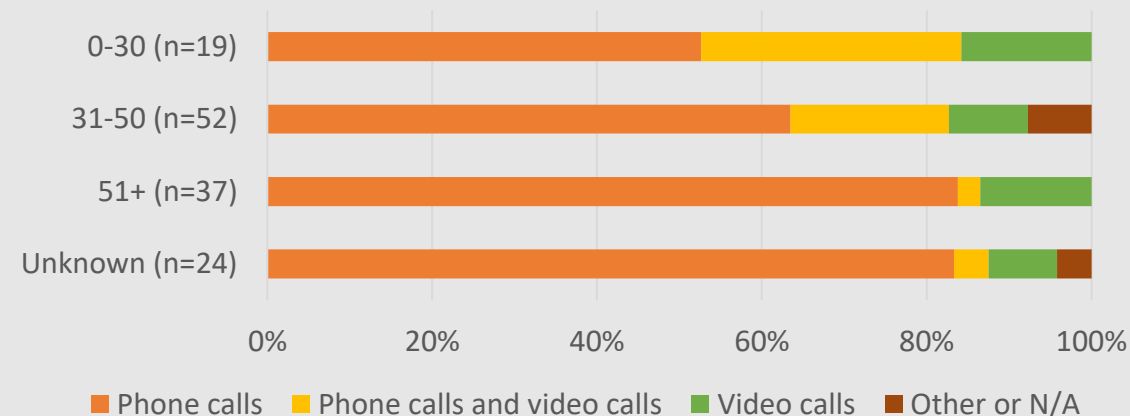
Primary Mode of Telehealth



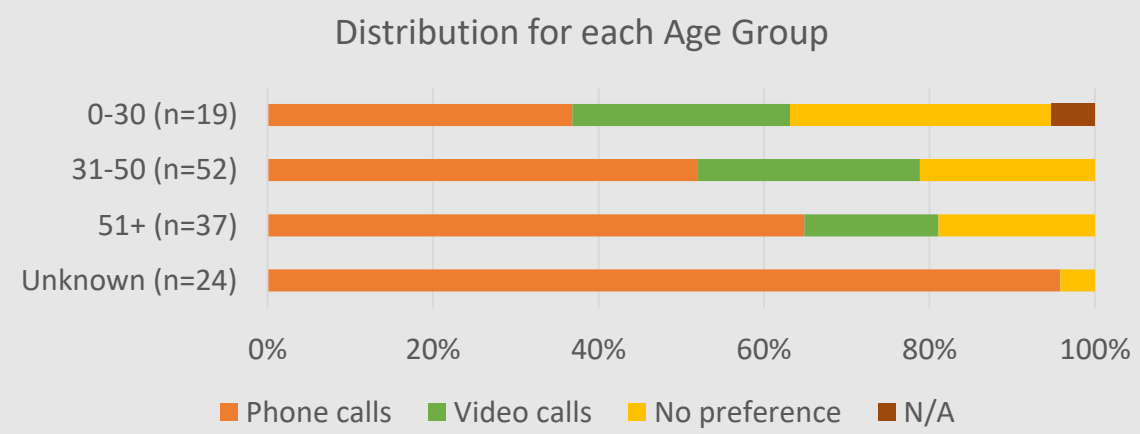
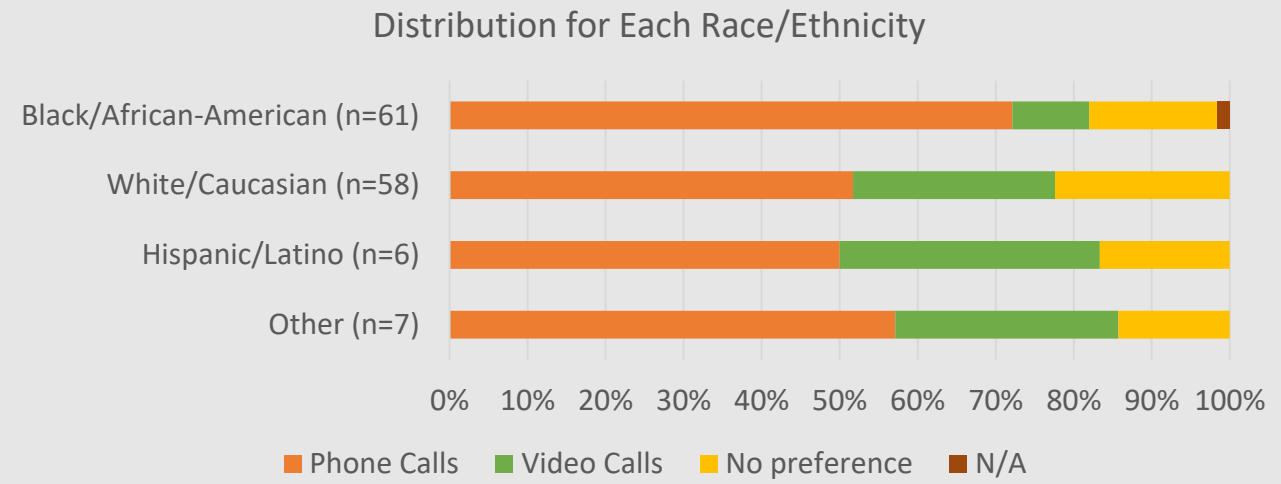
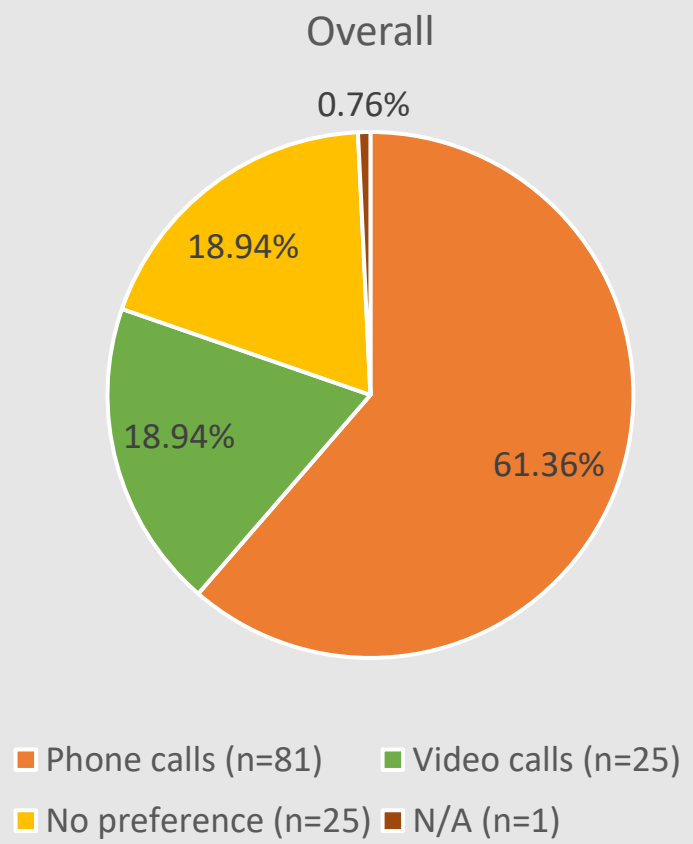
Distribution for each Race/Ethnicity



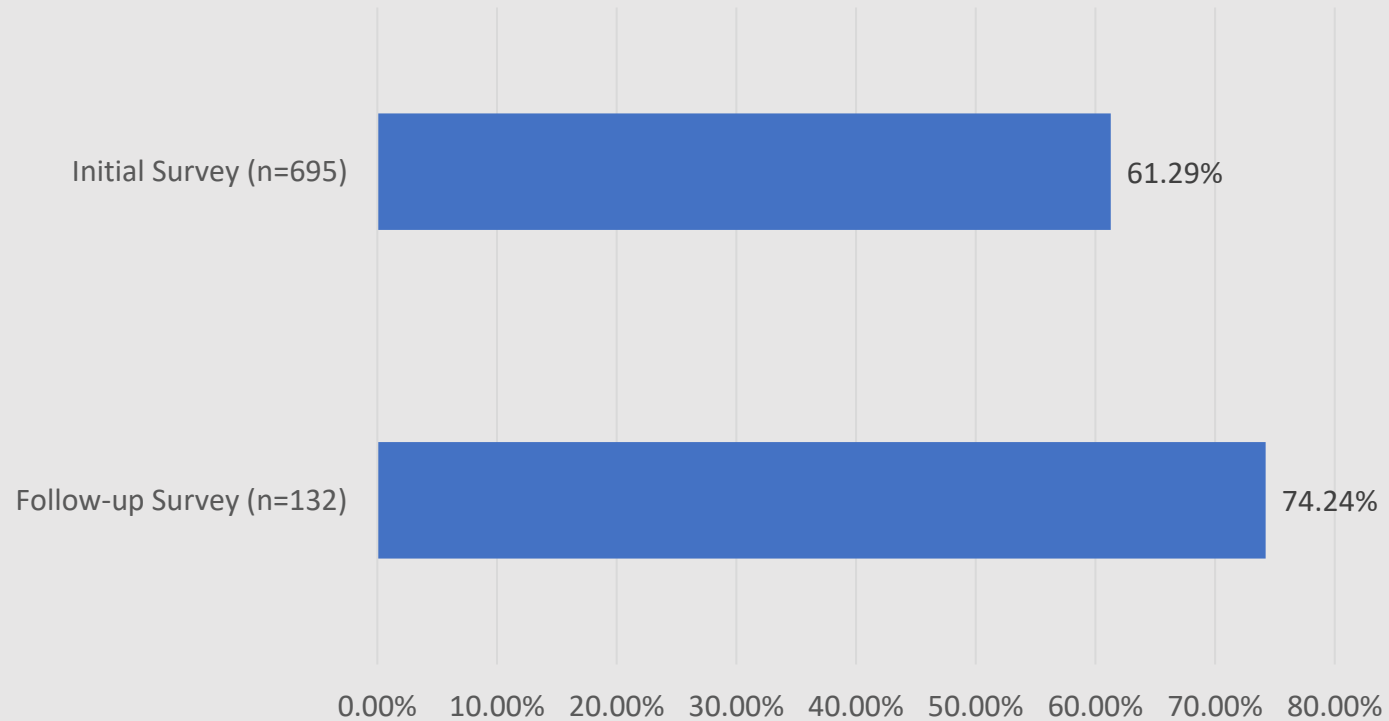
Distribution by Age Range



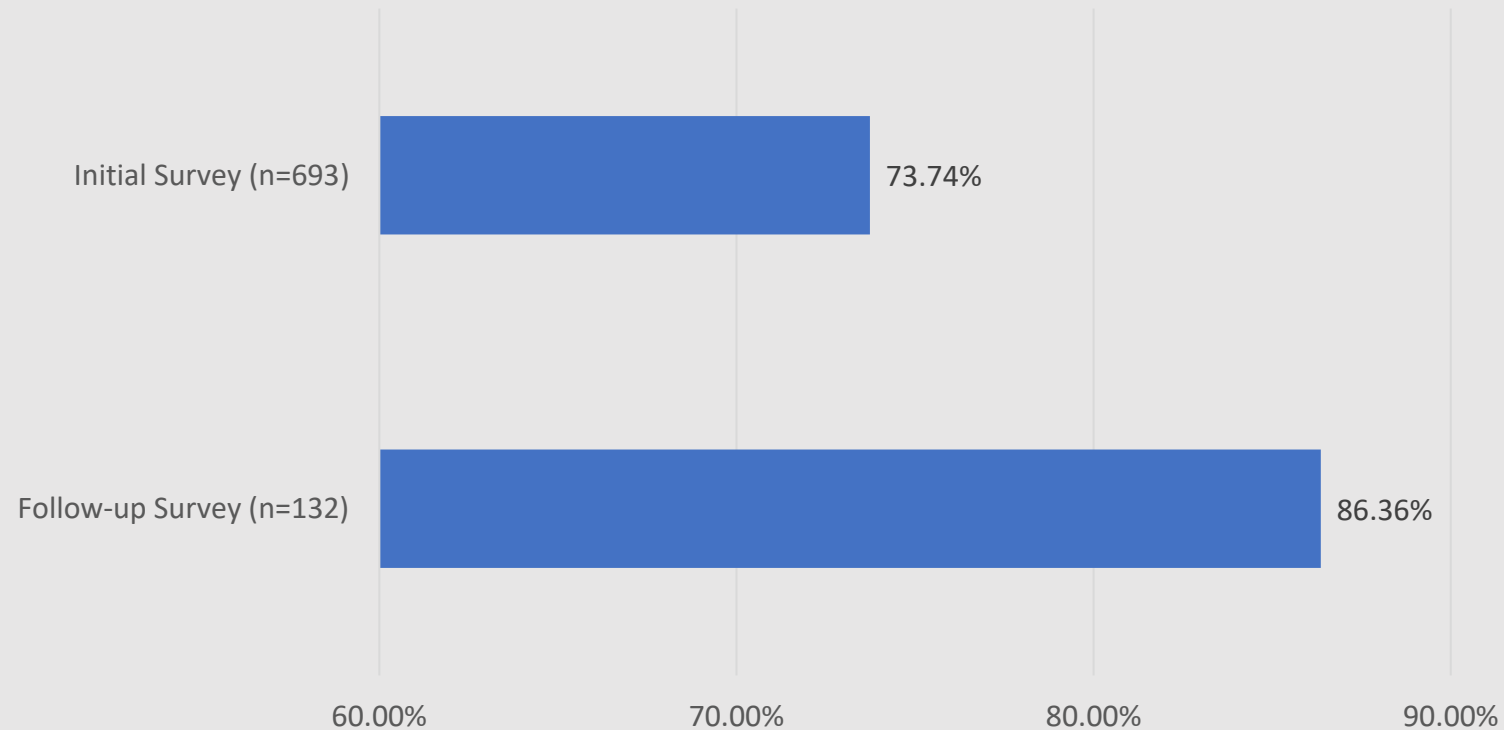
Telehealth Mode Preference



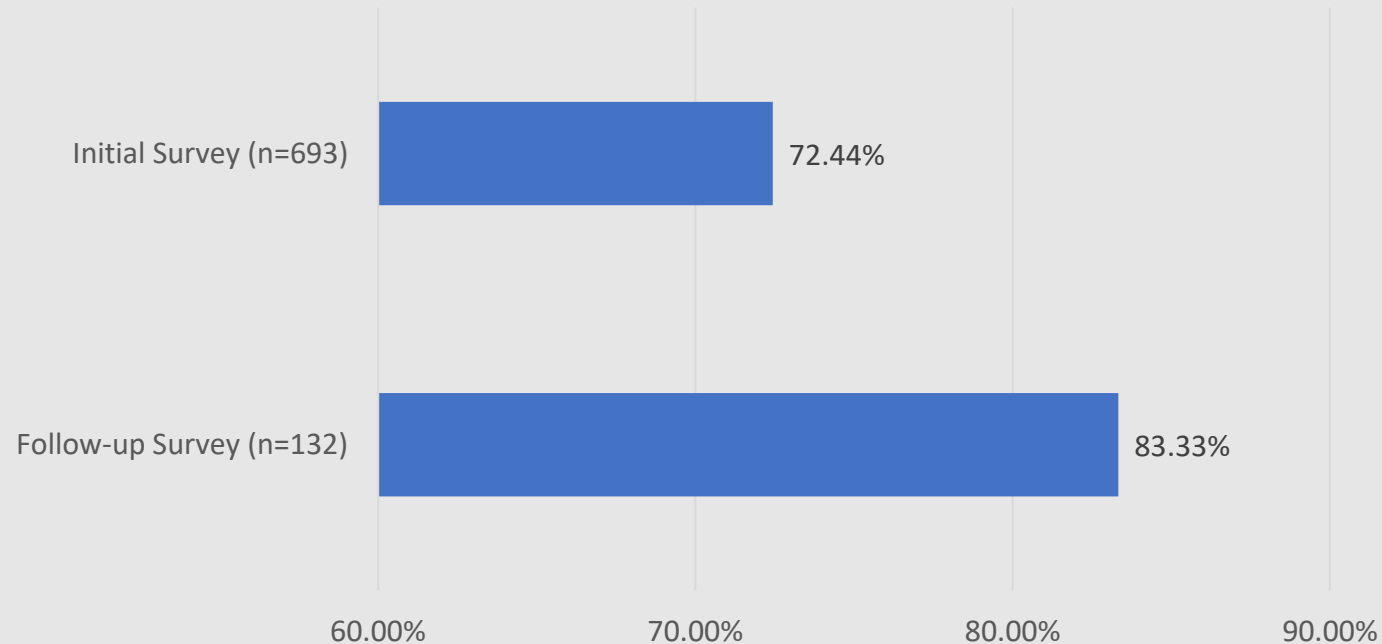
Percent of Respondents Stating They Liked Telehealth More Than, or the Same as, Face-to-Face Services



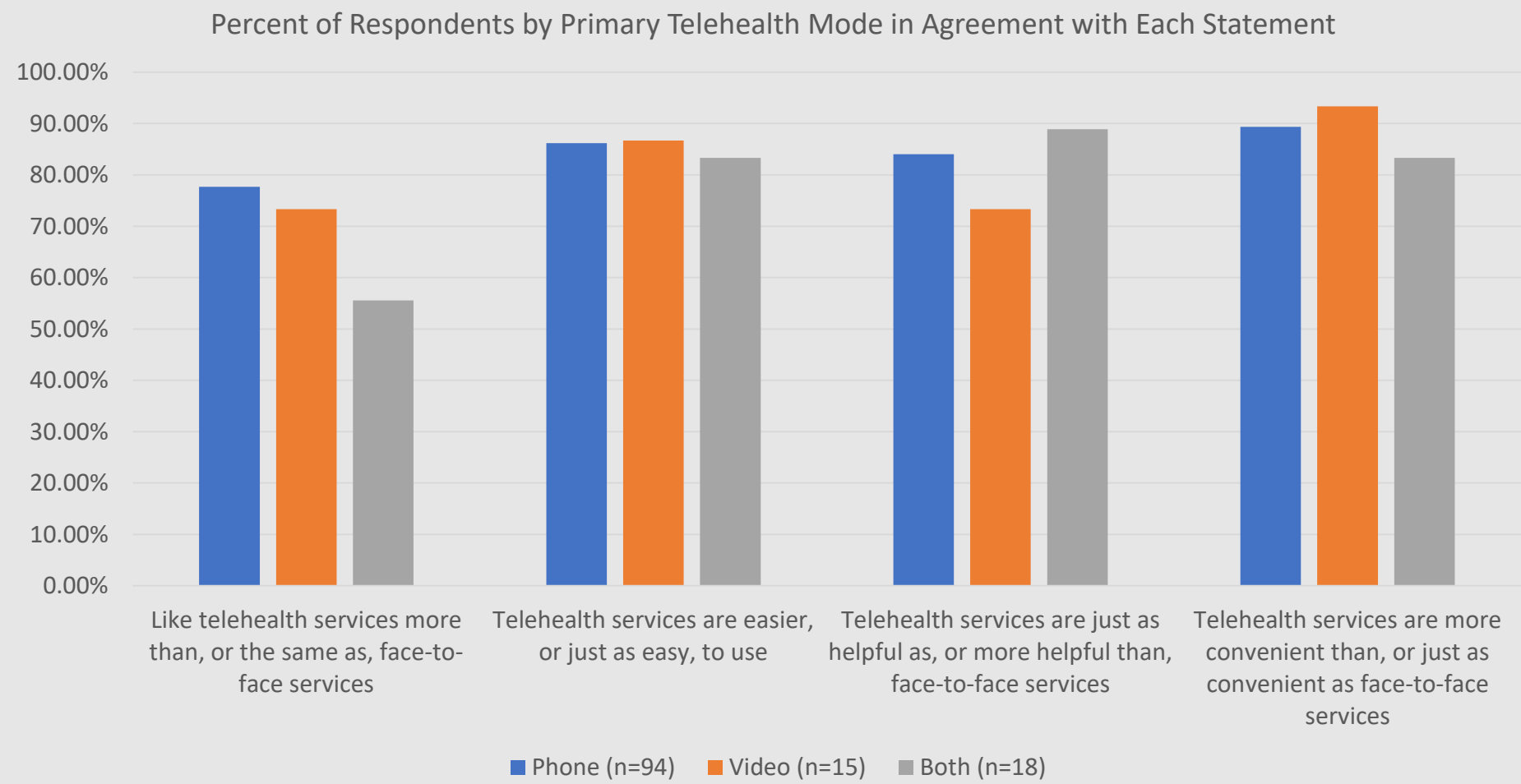
Percent of Respondents Stating that they think Telehealth is Easier to Use than, or as Easy as, Face-to-Face Services



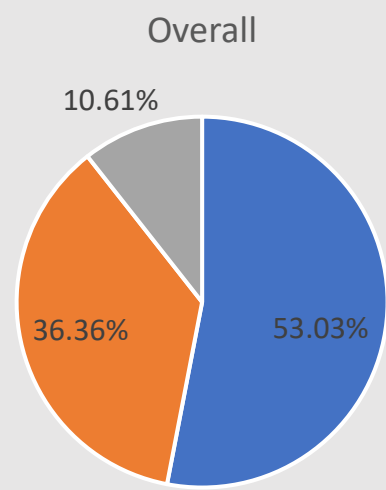
Percent of Respondents Stating that they think Telehealth is More Helpful than, or Just as Helpful as, Face-to-Face Services



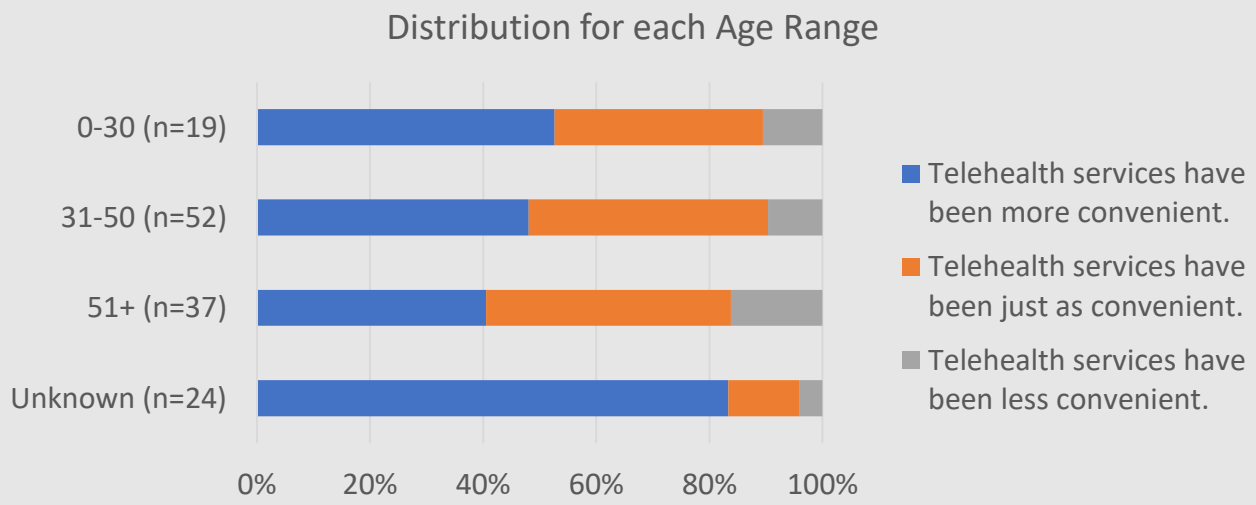
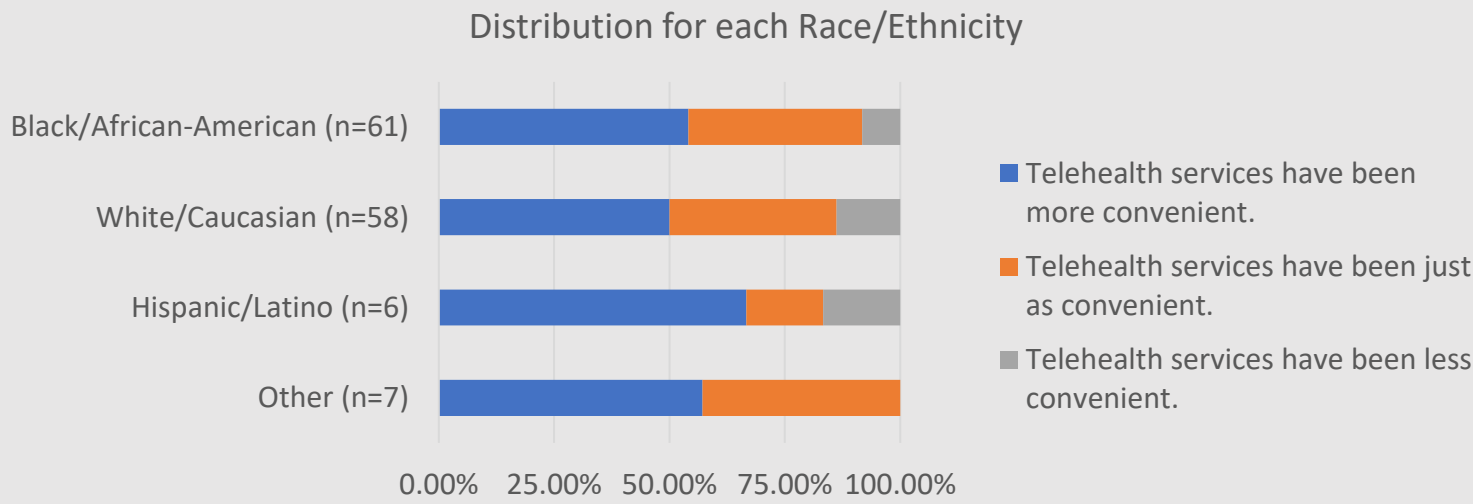
Satisfaction and Telehealth Mode



Compared to face-to-face visits, telehealth services have been more, less, or just as convenient.

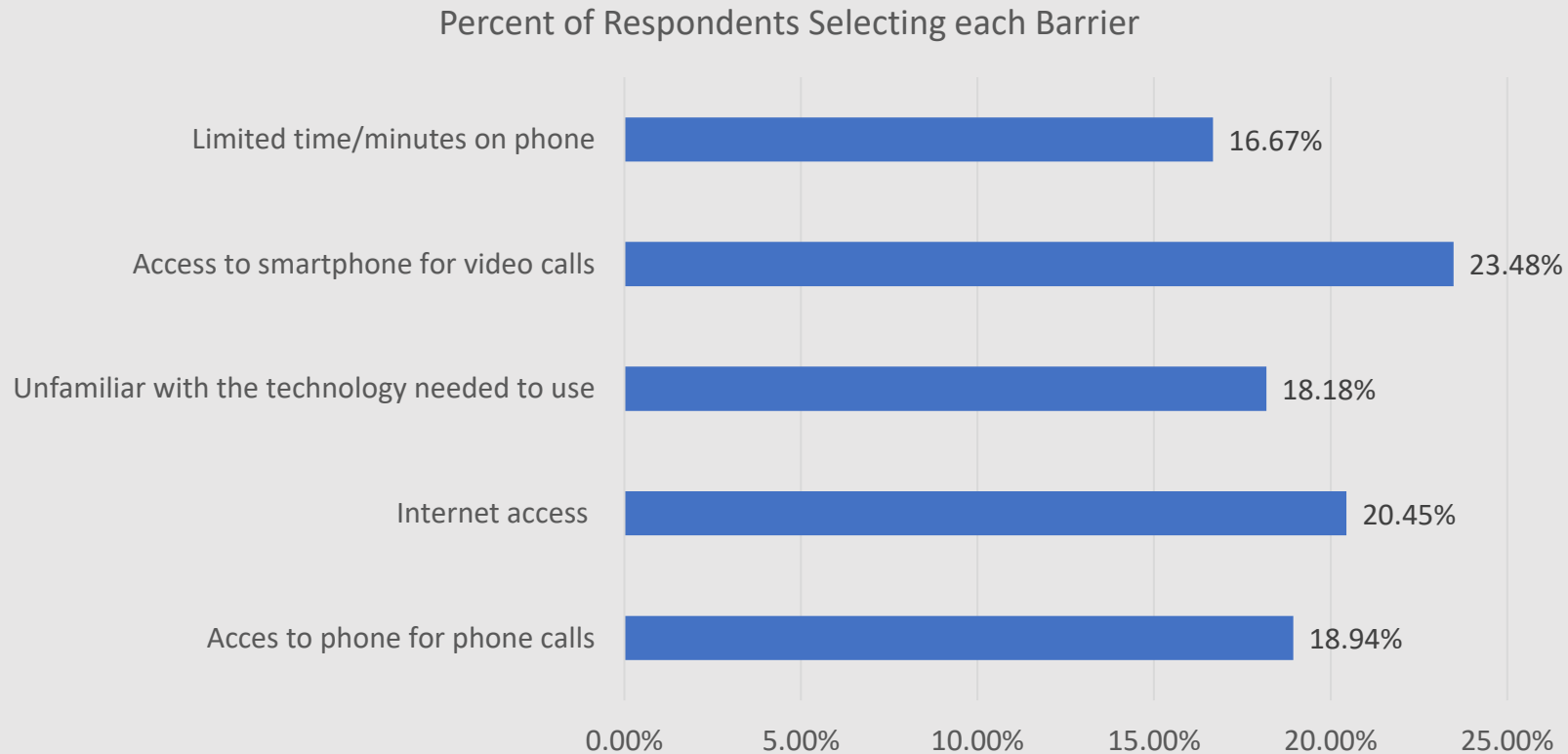


- Telehealth services have been more convenient. (n=70)
- Telehealth services have been just as convenient. (n=48)
- Telehealth services have been less convenient. (n=14)



- Telehealth services have been more convenient.
- Telehealth services have been just as convenient.
- Telehealth services have been less convenient.

What barriers have you experienced in accessing telehealth services?



Summary

- Most respondents received phone calls as their primary mode of telehealth. Most respondents also preferred phone calls over video calls.
 - Older clients, as well as African-American clients, were more likely to report both their primary mode and preference for telehealth as phone calls.
- The percentage of respondents that liked telehealth more or the same, thought that telehealth was easier or just as easy, and thought that telehealth was more helpful, or just as helpful as face-to-face services was higher for the second survey than for the first.
- Those that received phone calls as their primary mode of telehealth were not less satisfied than those receiving video calls or both video phone calls in terms of likeness, ease of use, helpfulness, or convenience.
- 23.48% of respondents reported that access to a smartphone was a barrier to receiving telehealth services.
 - Over 20% of respondents also reported that internet access was a barrier.
- Limitations
 - Relatively small sample size
 - Survey distribution was uneven among programs
 - The vast majority of responses were from CCS, TCM, and CSP. Relatively fewer responses were received from other programs, especially AODA programs.
 - Potential survey fatigue as this was the second survey to be distributed to consumers regarding this topic
- More data is available upon request. Please contact the CARS Research and Evaluation Team.